

SELCO VOICE MAIL

Your SELCO Telephone Service includes SELCO voice mail service. When you're away from home or if you just don't get to the phone in time, callers are able to leave you a message. Callers can even leave a message while you are on the phone. If you decide not to pick up an incoming call using Call Waiting, the caller will be redirected to your voice mail. The next time you pick up the telephone you will hear a "stutter" dial tone indicating that you have a message waiting. If your telephone has a message waiting indicator light, it will be lit when you have a message waiting.

SETTING UP YOUR VOICE MAIL

To set up your new SELCO voice mail service, follow these easy-to-use instructions.

The **first time you access your voice mail**, you must call from your home telephone. You will be prompted to create a personalized pass code, record your own voice signature, and record a personal greeting.

Dial your home telephone number

1. Dial your 10-digit phone number.

Follow the prompts to:

2. Create your new personal pass code of four (4) to ten (10) digits (Note: Your pass code can be any combination of numbers and must be between four and ten digits in length. However, your pass code cannot be the last four numbers of your telephone number and it cannot contain a # pound or a star.);
3. Record your name announcement or select the option to play your ten-digit telephone number (you have 10 seconds to record your name), and;
4. Record a personal greeting or select the system standard greeting (you have 120 seconds to record a personal greeting).

Note: You must complete all the steps above during a single call, or you will need to repeat all the steps the next time you call in to your voice mail.

ACCESSING YOUR VOICE MAIL

From Your Home Telephone:

1. Dial your 10-digit home telephone number.
2. Enter your pass code when prompted.

TIP: You can avoid the need to enter your pass code each time you call **from your home phone** by turning the SKIP PASSCODE AUTHENTICATION option **On** from the Personal Options Menu.

When You Are Away From Home:

1. Dial your 10-digit phone number.
2. Press the * key when your personal greeting begins to play.
3. Enter your personal pass code when prompted.

MANAGING YOUR VOICE MAIL

Once you access the Main menu:

- Press 1 to listen to your saved messages
- Press 2 to change your greetings
- Press 3 to change your personal options
- Press 0 for more information

To listen to your voice mail messages

- Access your voice mail
- Press 1 to listen from the Main menu. Once you listen to your message, you can do the following:
 - Press 2 to reply to another SELCO Telephone phone user.
 - Press 4 to replay the message
 - Press 5 to back up to the previous message
 - Press 7 to erase the message.
 - Press 9 to save the message.
 - Press 0 for more options.
 - Press * to return to the Main menu

To Change your Greeting

- Access your voice mail.
- Press 2 from the Main menu.
- Press 1 to change your Personal Greeting
- Press 2 to change your recorded Name (Voice Signature)
- Press 3 to record a Temporary Greeting.
- Press * to return to the Main menu

To Change your Personal Options

- Access your voice mail.
- Press 1 to control whether callers can leave you a message. (Announce Only On/Off)
- Press 2 to change your Pass Code. (This can be done as often as you like. Pass codes must be a minimum of 4 digits and a maximum of 10 digits.)
- Press 5 to turn SKIP PASSCODE AUTHENTICATION On/Off. (This option is only available for calls made from your home phone.)
- Press 0 for Help.
- Press * to return to the Main menu.

To ACCESS MORE INFORMATION

- Access your voice mail.
- Press 0 from the Main menu.
- Press 1 for help with your message waiting indicator.
- Press 2 for information about checking messages.
- Press 3 for information about listening to your messages.
- Press 4 for information about your mailbox greeting messages.
- Press 5 for information about configuring your personal options.
- Press * to return to the Main menu.

ADDITIONAL INFORMATION ABOUT YOUR VOICE MAIL SERVICE

Message Waiting Notification

Audible

When you take your phone off-hook, you will hear approximately 10 seconds of stuttered tone prior to hearing normal dial tone.

Visual

If you have a telephone that is equipped with a message waiting indicator, the message waiting light on your phone will either flash or illuminate, depending on the type of phone you have purchased.

Greetings

Greeting Length

Your personal greeting may be up to 120 seconds long.

Your voice signature may be up to 10 seconds long.

If You Do Not Record A Greeting

If a personal greeting or voice signature is not recorded for the voice mailbox, then the following standard greeting will be used:

"You have reached the voice mailbox of <phone number or name>. Please leave a message after the tone. When you are finished recording, hang up or press pound for more options."

The recording tone is then played to the caller, and the caller can record a message or hang up.

Messages

- The maximum number of voice messages that can be stored in your voice mail is 30,
- The maximum number of minutes that can be saved is 120 minutes, and
- The maximum length of a single message is 4 minutes.

Available Messaging Information

- The date and time of each message
- Urgent and Private message classifications
- An announcement detailing the number of messages being held. (e.g. "You have 3 new messages and 1 saved message.")
- A warning message when message queues exceed the maximum size.

Message Storage

- New messages will be retained for 30 days, unless you have marked them as saved.
- Messages that you have marked as saved will be kept for an additional 30 days.

If You Forget Your Personal Pass Code

You have three attempts to enter your personal pass code for voice mail authentication. After the third unsuccessful attempt, the system will hang up and you will need to dial your telephone number to try again. If you forget your pass code, you will need to call SELCO Telephone Customer Service to have your pass code reset.

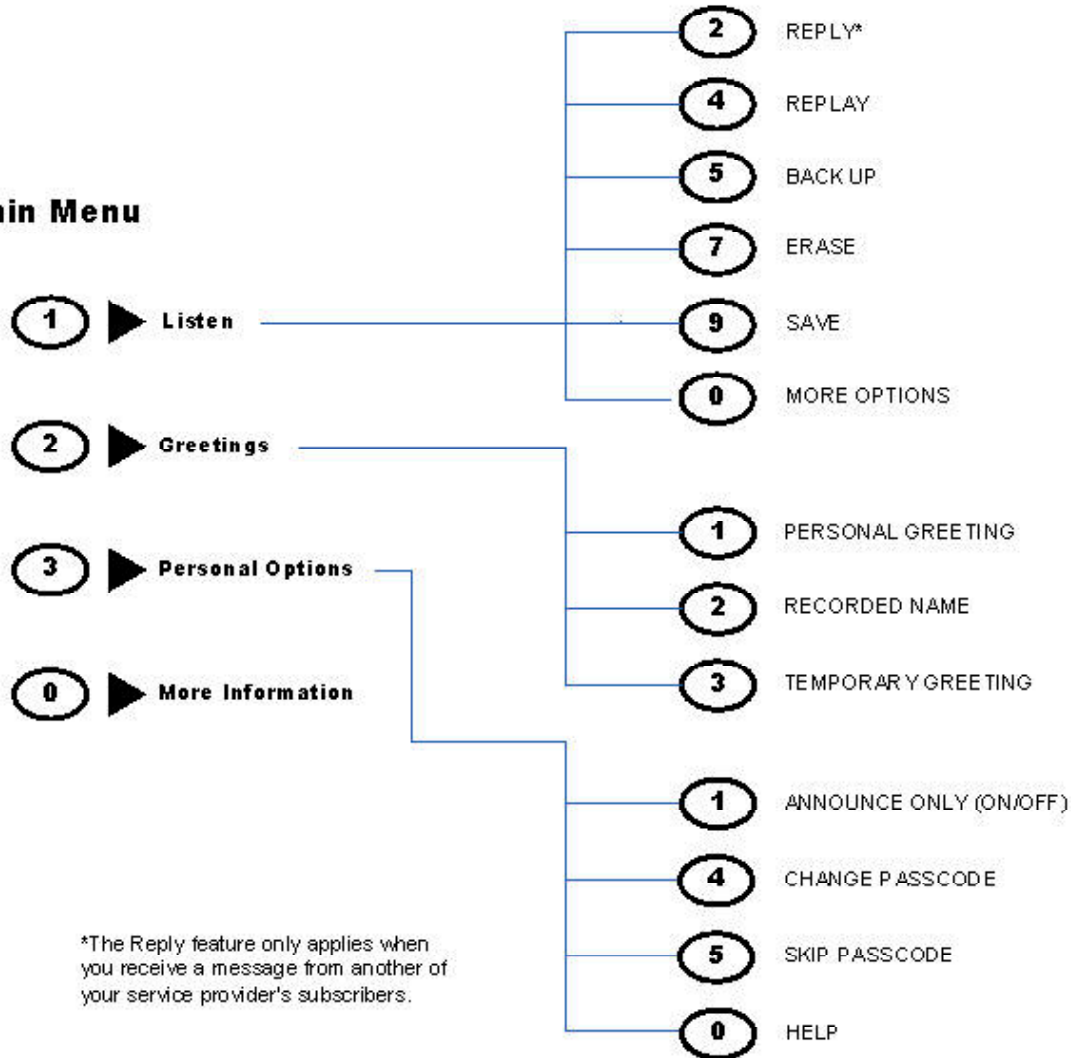
To have your pass code reset, please call 508-841-8572.

Quick Reference Guide

A Voicemail Quick Reference Guide can be found on the next page.

Voice Mail Quick Reference

Main Menu



*The Reply feature only applies when you receive a message from another of your service provider's subscribers.

Button Guide

1	2	3
DATE/TIME	SEND REPLY*	
4	5	6
REPLAY		
7	8	9
ERASE		SAVE
*	0	#
CANCEL	HELP	